

**Slide 1: One Care Implementation Council (IC)  
Annual Town Hall Debrief  
October 8, 2024**

**Slide 2: What we hope to discuss today:**

- If you attended the Town Hall, what did you take away from the experience?
- What topics or take aways from the town hall or this presentation interested you? These could be areas for future IC discussions.
- What is one thing you would like to see in future Town Hall meetings?

**Slide 3: Refresher: Goals of the June Town Hall**

- To hear directly from One Care members to help focus the IC's work plan priorities for the year to come
- To hear from new voices – including:
  - One Care members who do not regularly participate in other forums such as IC meetings and DAAHR forums
  - One Care members who live outside of metro Boston
  - Other more diverse voices

**Slide 4: 2024 Town Hall**

- The theme of the Town Hall this year was **Why is One Care worth protecting?**
- Town Hall discussions around this theme will inform the Council's work to ensure core aspects of the care

model continue when One Care transitions from an MMP demonstration to a D-SNP in January 2026

- Leslie Diaz from Health Care For All facilitated the Town Hall this year.

## **Slide 5: Who was there?**

**Individual Attendees: 128\***

One Care Members: **17\*\***

One Care Members who shared: **11**

IC Members: **6**

Plan Representatives: **32**

MassHealth: **14**

Center for Medicare and Medicaid Services (CMS): **9**

State / City Agency: **1**

My Ombudsman: **1**

Aging Services Access Points: **16**

Independent Living Centers: **7**

Disability Advocates: **4**

Community Based Organizations: **3**

Research / Policy: **5**

Others: **2**

Meeting Support, Interpreters, and CART: **11**

Phone Participants: **4**

\*Total number of unique participants who attended the meeting.

\*\*Total number of participants who are One Care members, including IC consumer members

## **Slide 6: Polling Question: Why did you join the One Care Town Hall today? (Select all that apply)\***

- 74 Total Responses
- To learn more about One Care (26)
- To share my experiences with One Care (9)
- To decide if I want to join One Care (0)
- **To hear from One Care Enrollees (67)**

\*All Attendees were invited to answer / not only One Care members

## **Slide 7: What areas of the Commonwealth do One Care member attendees represent?**

**Note:** this slide includes a map of Massachusetts showing One Care coverage areas and the number of One Care members from each area who attended this Town Hall. The areas and totals are as follows:

**Western: 2**

**Central: 1**

**Northeastern: 2**

**Metro Boston: 10**

**Southeastern, Cape Code & Islands: 2**

## **Slide 8: Polling Question: Which One Care plan do you belong to? (One Care members only)**

- 15 Total Responses
- Commonwealth Care Alliance (CCA): 7
- Tufts Health One Care (THOC): 4

- UnitedHealthcare (UHC): **2**
- I'm not sure: **2**

## **Slide 9: Key Topics of Conversation**

The conversation during the Town Hall focused on members' experiences with One Care, with topics such as:

- Care Coordination and the Care Team
- Access to and Provision of Services and Supports
- Transportation
- Person-Centered Care
- Communication

## **Slide 10: Care Coordination and the Care Team**

No content on this slide

## **Slide 11: Polling Questions (members only)**

- Do you have a trusting relationship with your care coordinator?
  - 12 Total Responses
    - **Yes (8)**
    - No (4)
- Does your care coordinator work with you to: (Select all that apply)
  - 12 Total Responses
    - Find providers (6)
    - Address appeals and grievances (4)
    - **Get services (8)**
    - None of these (3)

## **Slide 12: Care Coordination and the Care Team Summary**

- Members are generally happy with the support their care team provides in connecting them with services, addressing issues and coordinating needs.
- Most members reported having trusting relationships with their care coordinators.
- Members shared they experience a high turnover of care coordinators.

## **Slide 13: Access to and Provision of Services and Supports**

No content on this slide

## **Slide 14: Polling Question (members only)**

- Does your One Care plan help you access community resources and events?
  - 11 Total Responses
  - Yes (3)
  - **No (8)**
  - I'm not sure (0)

## **Slide 15: Polling Questions (members only)**

- Right now, are you getting all the mental health and substance use disorder (SUD) supports that you need?
  - 7 Total Responses
  - Yes (2)
  - No (1)

- **Does not apply (4)**
- Right now, are you getting all the Long-Term Services and Supports (LTSS) that you need?
  - 12 Total Responses
  - **Yes (6)**
  - No (5)
  - Does not apply (1)

### **Slide 16: Access to and Provision of Services and Supports Summary**

- Conversations showed that members value the services One Care has to offer such as the nursing line, mental health, and LTSS services.
- Members shared they are affected by provider shortages for homemaker and personal care attendant (PCA) services.
- Some members were not familiar with flexible benefits available in One Care.
- Most members do not feel that their One Care plan helps them access community resources and events.

### **Slide 17: Transportation Summary**

- Members shared that they enjoy the transportation services available to get to and from medical appointments, the grocery store, and social outings.
- Social rides were emphasized as important for member well-being
- Members reported that the requirement for scheduling social rides 3 days in advance is a barrier

- Members recommended that in the future, plans should not differentiate between social and medical rides

### **Slide 18: Person-Centered Care Summary**

- Member stories captured the importance of person-centered care for member satisfaction
- Members shared stories that emphasized how needs should be met in a way that is unique to the individual.

### **Slide 19: Communication Summary**

- Member feedback showed the valuable role of communication in One Care and that close communication with their plan is important
- Members appreciate easy access to program information
- Members report that plan responsiveness to problems that arise makes a big difference in their satisfaction with their One Care plan

### **Slide 20: Polling Question: Would you recommend One Care to a friend or family member? (members only)**

16 Total Responses

- **Yes (12)**
- **No (4)**

## **Slide 21: Trends from 2021 – 2024 Town Halls**

No content on this slide

## **Slide 22: Members continue to be happier with One Care than they were in 2021.1**

Would you recommend One Care to a friend or family member?

**Note:** the following percentages are shown in bar graphs on this slide.

2021

No 43%

Yes 57%

2023

No 23%

Yes 77%

2024

No 25%

Yes 75%

1. Town Hall data is from the One Care members who attended each Town Hall. It does not represent the total One Care population. Raw numbers for 2024 are shown in the previous slides.

## **Slide 23: Members continue to be happier with One Care than they were in 2021.1**

### Care Team Relationships

**Note:** the following percentages are shown in bar graphs on this slide.

Do you have a trusting relationship with a member of your care team who you can reach out to when you need something?

2021

No 55%

Yes 45%

Do you have a trusting relationship with your care coordinator / care partner / care manager?

2023

No 38%

Yes 63%

Do you have a trusting relationship with your care coordinator?

2024

No 33%

Yes 67%

1. Town Hall data is from the One Care members who attended each Town Hall. It does not represent the total One Care population. Raw numbers for 2024 are shown in the previous slides.

## **Slide 24: Discussion:**

- If you attended the Town Hall, what did you take away from the experience?
- What topics or take aways from the town hall **or this presentation** interested you? These could be areas for future IC discussions.
- Regardless of whether you attended the Town Hall, what is one thing you would like to see in future Town Hall meetings?

## **Slide 25: Appendix**

No content on this slide

## **Slide 26: Town Hall Data**

- Town Hall data is solely from the One Care members who attend Town Halls. It does not represent the total One Care population.
- Town Hall data collection has changed over time (question wording, category tracked, etc.). Data comparisons between Town Halls are only for a general sense of trends.
- The 2021 Town Hall was held in December, therefore, there was no Town Hall held in 2022.
- Raw numbers for the 2024 data are shown in the presentation slides.

## **Slide 27: Town Hall Attendance Percentages by Category, 2021 - 2024**

## Total Meeting Attendance

2021: 203 people

2023: 128 people

2024: 128 people

*Note: the following percentages are shown in horizontal bar graphs on this slide.*

## Phone Participants

2021: 5%

2023: 5%

2024: 3%

## Meeting Supports

2021: 7%

2023: 13%

2024: 9%

## Others

2021: 21%

2023: 2%

2024: 2%

## Research / Policy

2021: 6%

2023: 5%

2024: 4%

## CBOs

2021: 10%

2023: 5%

2024: 2%

### Legal Advocates

2021: 3%

2023: 2%

2024: 3%

### ILCs

2021: 8%

2023: 4%

2024: 5%

### ASAPs\*

2021: —

2023: 1%

2024: 13%

### My Ombudsman

2021: 6%

2023: 3%

2024: 1%

### State / City Agency

2021: —

2023: 11%

2024: 1%

### CMS

2021: 1%

2023: 5%

2024: 7%

## MassHealth

2021: 5%

2023: 8%

2024: 11%

## Plan Representatives

2021: 17%

2023: 21%

2024: 25%

## IC Members

2021: 4%

2023: 5%

2024: 5%

## Participants who Shared

2021: 9%

2023: 7%

2024: 9%

## One Care Members\*

2021: —

2023: 11%

2024: 13%

*\*This category was not tracked in 2021.*

**Slide 28: This year, member attendance from Western and Southeastern Mass, including the Cape and Islands, increased from previous years.**

Where Are you From? (One Care Members Only)

*Note: the following percentages are shown in bar graphs on this slide.*

**Western Mass**

2021	7%
2023	6%
2024	12%

**Central Mass**

2021	17%
2023	18%
2024	6%

**Metro Boston**

2021	63%
2023	65%
2024	59%

**Northeastern Mass**

2021	10%
2023	12%
2024	12%

**Southeast Mass including Cape & Islands**

2021	3%
2023	0%
2024	12%

**Slide 29: In 2021, members were asked generally if their needs were met. In 2023 and 2024, members were asked more specifically if SUD and LTSS needs were met.**

### **Access to Services and Supports**

*Note: the following percentages are shown in horizontal bar graphs on this slide.*

Right now, are you getting all the mental health and substance use disorder (SUD) supports that you need?

2024

Yes	29%
No	14%
Does Not Apply	57%

2023

Yes	32%
No	26%
Does Not Apply	42%

Right now, are you getting all the Long Term Services and Supports (LTSS) that you need?

2024

Yes	50%
No	42%
Does Not Apply	8%

2023

Yes	6%
No	56%
Does Not Apply	39%

On your care team, do you have access to the providers you need? For example, behavioral health, LTSS, primary care, medical specialists, peer supports.

2021

Yes	60%
No	40%
Does Not Apply	—